

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Social Services District Supervisor

Class Code: 51735

A. Purpose:

Evaluates and manages the operational needs and delivery of a social services program within a district to ensure the effective utilization of physical and financial resources and delivery of the social services program within an assigned district; functions as the field expert in an assigned area and develops implementation plans and procedures to address technical issues; drafts policies and oversees the implementation of policies; provides direct and indirect supervision to assigned program staff within an assigned district to best meet the needs of the service population; and develops relationships with public and private service agencies.

B. Distinguishing Feature:

The Social Services District Supervisor is responsible for the operational needs and delivery of services to the clients within an assigned district and specific program.

The Social Worker Supervisor and Caseworker Supervisor supervise a work unit in a large county or multi-county area and are responsible for the delivery of services within a service area.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides technical assistance to program staff and clients to ensure program services are effectively provided.
 - a. Answers technical questions from program staff, other agencies, and the public regarding policies, laws, rules, and regulations.
 - b. Analyzes and interprets department, state, and federal policies, laws, rules, and regulations.
2. Develops and implements program policies and procedures to ensure the program operates in compliance with department goals and objectives and all pertinent laws, rules, and regulations.
 - a. Provides on-site evaluations of programs and facilities to determine compliance.
 - b. Develops and revises policy and operations manuals.
 - c. Monitors federal regulation changes to determine when program rules and regulations need to be revised.
 - d. Develops assessment and correction plans to ensure effective quality control.
 - e. Provides random case surveys to ensure planned services are being provided.
3. Develops training for program staff and other agencies to ensure effective delivery of program services.
 - a. Writes and revises training manuals and materials.
 - b. Assesses and provides staff training through consultation with Program Administrators and supervisors.
 - c. Develops and implements techniques to expand resources through training and use of line staff to train other employees.
4. Plans, coordinates, and administers human resources for an assigned district to ensure compliance with state and federal rules, regulations, and policies and procedures.

- a. Provides information and advice to district employees and supervisors on personnel issues.
 - b. Authorizes appointments, transfers, and disciplinary actions within an assigned district in consultation with subordinate supervisors.
 - c. Interviews, hires, and supervises district subordinate supervisors and support staff within assigned program.
 - d. Conducts performance reviews and completes performance documents.
 - e. Schedules and/or conducts meetings with employees to provide information.
 - f. Approves leave and overtime requests.
 - g. Recommends organizational changes.
 - h. Assesses staff turnover, and recommends and implements actions to resolve problem areas.
 - i. Directs the development of office standards, policies, and procedures.
5. Acts as liaison between Program Administrator and Social Services Supervisors to ensure the goals of the program are met.
- a. Compiles monthly status reports and notifies Program Administrator of staff performance, caseload distributions, accomplishments, problems, goals, and future plans.
 - b. Researches and advises Program Administrator regarding special projects for the department.
 - c. Monitors and advises Program Administrator concerning agreements and contracts with providers of brokered services.
 - d. Responds to complaints, concerns, and needs of the community regarding program policies and procedures.
 - e. Represents the department by attending and participating in a variety of community organizations, programs, and task forces.
 - f. Represents the department at fair hearings to offer expertise regarding eligibility rules and regulations.
6. Develops plans for implementation of program activities to ensure compliance with federal, state, and departmental rules and regulations.
- a. Advises and assists Program Administrator in the formulation, direction, and implementation of program policies.
 - b. Recommends new policies and policy changes or amendments.
 - c. Interprets and recommends revisions to policy and operations manual, reviews drafts, and offers advice on new policies and procedures.
 - d. Develops concepts to enhance the delivery of services and reduce costs.
7. Evaluates and monitors program plans to ensure that clients are served in the best possible manner and according to regulations and procedures.
- a. Collects and analyzes data on program statistics and practices and develops reports to identify deficiencies in service delivery or program operation.
 - b. Reviews and evaluates the impact of federal regulations on the department and recommends options and alternatives.
 - c. Develops, implements, and evaluates corrective action plans for assigned offices within the program.
 - d. Provides on-site evaluations of programs, facilities, and contracts to determine compliance with pertinent policies, procedures, and regulations.
 - e. Monitors how policies are implemented, identifies areas of misinterpretation, and recommends corrective action.
 - f. Develops, monitors, and assesses local development and coordination of resources for program service needs.
8. Implements program policies in the field offices to ensure delivery of services.

- a. Interprets program policies, provides technical assistance, and directs the execution of program policies and procedures.
 - b. Resolves issues between supervisors and program staff.
 - c. Meets regularly with local department staff and other agencies to determine how policies are affecting service delivery.
 - d. Recommends staffing changes to maximize resources.
 - e. Provides training, training materials, and work direction to department staff and community organizations.
9. Implements risk management practices by ensuring that staff is trained in safety practices, safety inspections of district facilities are conducted on a routine basis, and corrective actions have been accomplished.
10. Oversees all aspects of managing an assigned district's office facilities.
 - a. Sets operational standards for building repairs and maintenance.
 - b. Assists with space design and makes recommendations for new space or remodeling.
 - c. Assigns space to employees.
 - d. Oversees equipment management by reviewing equipment reports, compiling specifications, reviewing and authorizing purchases of parts, repairs, and requesting capital asset purchases.
11. Coordinates the purchase of materials, supplies, and equipment for an entire district to ensure purchases and items purchased meet state requirements.
 - a. Proposes the district operational budget by compiling pertinent data from staff, determining priorities, and submitting and justifying requests to the Program Administrator.
 - b. Ensures the district has the funds to make purchases.
 - c. Oversees purchases and budget expenditures, ensuring bills are paid in a timely manner, negotiating contracts for local services, negotiating leases, and compiling reports of district statistics and activities.
 - d. Approves requisitions and capital asset acquisitions.
 - e. Verifies that items received are as specified.
 - f. Oversees the capital asset inventory.
 - g. Ensures proper forms are completed to get items onto the inventory system.
 - h. Coordinates the use of equipment allocated to the district.
12. Maintains vehicle reports and recommends vehicles to be purchased, sold, or reconditioned to ensure vehicles are properly maintained and to obtain the maximum use of all vehicles.
 - a. Monitors accidents on all vehicles assigned to a district to ensure all accidents are reported to the appropriate officials and reports of accidents are on file for each vehicle.
 - b. Monitors mileage reports of assigned vehicles to recommend assignment or removal of vehicles.
 - c. Recommends specifications, number, and type of vehicles to be purchased by collecting mileage, maintenance or condition data to justify needed replacements.
13. Coordinates and assigns department resources in response to emergency and disaster incidents.
14. Ensures all local concerns, complaints or issues with the district are appropriately and expediently handled.
15. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Program Administrator. Typically supervises Social Services Supervisors, Caseworker Supervisors, and support staff.

E. Challenges and Problems:

Problems include delivering services in the most efficient and economical manner despite high staff turnover rates, fluctuating workloads, and a limited budget and incorporating federal law and regulation changes into state law and procedures as they pertain to unique and complex situations, training staff to comply with new standards, and answering complaints from the public and people receiving services from assigned programs.

Challenges include becoming an expert and effective administrator in programs dealing with unique, complex, and non-restrictive situations; monitoring all activities as they pertain to state and federal policy and law which is difficult due to the complexity and diversity of social services programs; interpreting and communicating the regulations and procedures of the program(s) because policies at the federal level are constantly changing; and applying knowledge of the law and human behavior to case situations when there may be a need for protection and intervention by the department as necessary. Also challenging is opposing opinions of social policy by various entities which creates great demands for public relations and education.

F. Decision-making Authority:

Decisions made by the incumbent include program delivery methods; which community resources to use and which to develop; discretionary interpretations on the meaning and implementation of policies and procedures as they relate to actual client situations; proposals of changes or alterations of program policies to the Program Administrator; development of corrective action plans; determining the need for expenditures for equipment and building repairs; and recommending type of replacement vehicles to be purchased.

Decisions referred include changes in established policies and procedures and formulating new policies, additional budget requests, and approval of termination of employees.

G. Contact with Others:

Daily contact with Program Administrator, program specialists, and program supervisors to disseminate/assimilate information and resolve conflicts, operational functions, personnel actions, and department policy interpretation; weekly contact with Human Resource Manager, law enforcement, court system, hospitals and hospital administration, mental health centers, community health nurses, senior centers, community organizations, churches, tribal, county and local government, and other state and public agencies and community personnel to clarify policies, provide information, and coordinate services.

H. Working Conditions:

Typical office environment. Frequent travel is required.

I. Knowledge, Skills and Abilities:

Knowledge of:

- the concepts and philosophy of public welfare programs and public administration;
- state, community, and departmental resources, and field service delivery systems within the broad range of social service programs;

- department's mission, programs, and objectives;
- managerial, administrative, and supervisory principles and practices;
- state and federal statutes relating to employment law (ADA, FMLA, FLSA, EEOC, etc.);
- human resource principles and practices including recruitment and selection, and management-employee relations.
- federal and state laws, regulations, and policies governing the assigned program area;
- program mission, objectives, and delivery methods and procedures;
- the theories, principles, and techniques of the assigned program area;
- economic, emotional, educational, and social characteristics and problems of welfare clients;
- public funds, cost-benefit analysis, state budgeting, purchasing, and procurement policies and procedures;

Ability to:

- develop, motivate, and give leadership support to subordinate staff;
- establish, improve, and maintain effective working relationships among staff, courts, juvenile justice system, clients, and the community to achieve positive consensus among groups with different opinions;
- plan, assign, supervise, coordinate, prioritize, and evaluate the work of personnel;
- correctly interpret, analyze, and apply federal and state laws, regulations, and policies to provide technical advice, guidance, consultation, and policy interpretation in the assigned program area to other social services' personnel, clients, public officials, and private citizens;
- evaluate and monitor program operations, standards and needs, identify problem areas, measure accomplishments against objectives, and develop and implement corrective action;
- develop policies and procedures and define standard actions for specific situations;
- compile, analyze, and prepare clear and concise written reports;
- favorably present and promote departmental priorities, services, and actions internally and externally;
- plan and implement operational procedures and manage the operational budget of an assigned program within a district effectively and efficiently; and
- effectively plan and organize work activities and prioritize task completion to meet schedules and deadlines.